Asigra Cloud Backup™ v14.2

Support Matrix v1.6

April 2023

asigra

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Support matrix history

Version	Date	Summary
1.0	August 31, 2020	Released for General Availability.
1.1	October 2, 2020	The following operating systems are now supported: • CentOS 7.8, 8.2 • Red Hat Enterprise Linux 7.8, 8.2 • SUSE Linux Enterprise Server 12 SP5, 15 SP2
1.2	January 20, 2021	The following operating systems and backup sources are now supported: • Red Hat Enterprise Linux 7.9 • PostgreSQL 13 • VMware vCenter Server 7.0
1.3	July 9, 2021	The following operating systems and backup sources are now supported: • CentOS 7.9, 8.3 • Red Hat Enterprise Linux 8.3 • macOS 11 • VMware Cloud Director Server 10.1, 10.2 The following operating systems and backup sources are no longer supported: • CentOS 7.5, 7.6 • Red Hat Enterprise Linux 7.5, 7.6 • macOS 10.13 • IBM DB2 10.5 • Microsoft Exchange Server 2016 • Microsoft Outlook 2016 • Oracle Database 12c • Oracle MySQL 5.6, 5.7 • PostgreSQL 9.5 • VMware vCenter Server 6.0 • VMware Cloud Director 9.5, 9.7

Version	Date	Summary
1.4	February 1, 2022	The following operating systems and backup sources are now supported: • Windows 11 • Windows Server 2022 • Red Hat Enterprise Linux 8.4 • SUSE Linux Enterprise Server 15 SP3 • Debian 10.x, 11.x • Ubuntu 18.04, 20.04 • macOS 12 • Oracle Database 21c • PostgreSQL 14 The following operating systems and backup sources are no longer supported: • CentOS 8.x • Red Hat Enterprise Linux 7.7, 8.0, 8.1 • macOS 10.14 • Microsoft Hyper-V Server 2016 • Microsoft SharePoint Server 2016 • Microsoft SQL Server 2016 SP2 • Oracle Database 18c • PostgreSQL 9.6 • VMware Cloud Director 10.0 The following Asigra software tools are no longer supported: • DS-Prerequisites Tool • Storage and Bandwidth Calculation Tool • System Information Collector
1.5	August 29, 2022	The following operating systems are now supported: • Red Hat Enterprise Linux 8.5 • Ubuntu 22.04 The following operating systems and backup sources are no longer supported: • Red Hat Enterprise Linux 8.2 • IBM DB2 11.1
1.6	April 10, 2023	The following operating systems and backup sources are now supported: • Red Hat Enterprise Linux 8.6, 8.7, 9.0, 9.1 • SUSE Linux Enterprise Server 15 SP4 • macOS 13 • PostgreSQL 15 The following operating systems and backup sources are no longer supported: • Debian 10.x • macOS 10.15 • PostgreSQL 10 • Microsoft SQL Server 2017 • NetApp • VMware vCenter Server 6.5, 6.7

About this document

This document describes the various supported platforms on which the Asigra Cloud Backup software can be installed as well as the various data sources supported by each component for backup and restore.

Important: Read this entire document before installing or upgrading the Asigra Cloud Backup software.

Asigra software support policy

■ Asigra will provide Mainstream Support for the latest release of the Asigra software, including hotfixes.

■ Asigra will offer Extended Support for a fee to entitled customers who require additional time to test or qualify their environments prior to updating to the current Asigra software release.

■ Extended Support provides an additional 12 months of technical support after Mainstream Support ends and includes engineering hotfix support for High Priority failed restoration tickets. Extended Support can only be purchased for a period of 4 months after Mainstream Support ends.

■ With Extended Support, customers can continue to open support tickets as per the normal procedure. Asigra Technical Support will continue to work on the ticket to resolution providing a commercially reasonable effort.

Third-party software installation support policy

■ Asigra will make all reasonable efforts to support the installation of the current release of the Asigra software on the latest third-party software versions of supported products released by the third-party vendor. If that is not possible, installation support will be added in the next release.

■ If a customer encounters an issue with the Asigra software while running on a third-party software version that has reached the end of Mainstream Support, Asigra will attempt to reproduce the issue on a supported version of the third-party software.

■ If Asigra can reproduce the issue on a supported version of the third-party software, Asigra will attempt to resolve the issue on the affected Asigra software release provided the version is still under Mainstream Support or the customer has purchased Extended Support.

■ If Asigra cannot reproduce the issue because it is determined that the issue is related to the third-party software version that has reached the end of Mainstream Support, the customer must open a support ticket with the vendor of the third-party software to seek a resolution.

Third-party software backup & restore support policy

■ Asigra will make all reasonable efforts to support the backup and restore of new third-party software versions of supported products released by the third-party vendor within 90 days of the vendor's general release date.

■ If a customer encounters an issue backing up or restoring a third-party software version that has reached the end of Mainstream Support, Asigra will attempt to reproduce the issue on a supported version of the third-party software.

■ If Asigra can reproduce the issue on a supported version of the third-party software, Asigra will attempt to resolve the issue on the affected Asigra software release provided the version is still under Mainstream Support or the customer has purchased Extended Support.

■ If Asigra cannot reproduce the issue because it is determined that issue is related to the third-party software version that has reached the end of Mainstream Support, the customer will need to work with the vendor of the third-party software to seek a resolution.

Client software installation support matrix

The client software can be installed only on the 64-bit version of the supported operating system.

DS-Client (Windows, Linux, or macOS)

Note: Windows DS-Client is installed with an embedded PostgreSQL database. When performing an automatic upgrade, external Microsoft SQL Server or PostgreSQL databases are automatically migrated to an embedded PostgreSQL database. To retain a Microsoft SQL Server database, you must perform a manual upgrade.

Operating System	Database
Windows 10, 11, Windows Server 2016, 2019, 2022	PostgreSQL (embedded) Microsoft SQL Server 2019 (manual upgrade)
CentOS 7.7, 7.8, 7.9	PostgreSQL (embedded)
Debian 11.x	PostgreSQL (embedded)
Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1	PostgreSQL (embedded)
SUSE Linux Enterprise Server 12 SP5, 15 SP4	PostgreSQL (embedded)
Ubuntu 18.04, 20.04, 22.04	PostgreSQL (embedded)
macOS 11, 12, 13	PostgreSQL (embedded)

Note: The DS-Client Docker container is supported only on Windows Server 2019 and CentOS 7.7. For more information on the Asigra DS-Client Docker container, visit https://hub.docker.com/u/asigra

DS-Mobile Client (Windows)

Operating System	Database
Windows 10, 11, Windows Server 2016, 2019, 2022	Firebird (embedded)

DS-Notebook Client (macOS)

Operating System	Database
macOS 11, 12, 13	PostgreSQL (embedded)

Management Console (Windows, Linux, or macOS)

Note: Management Console supports the following web browsers: Google Chrome (Windows, Linux, macOS), Microsoft Edge (Windows), Mozilla Firefox (Windows, Linux, macOS), and Safari (macOS). Ensure you are using the latest version of the browser.

Operating System	Database
Windows 10, 11, Windows Server 2016, 2019, 2022	PostgreSQL (embedded)
CentOS 7.7, 7.8, 7.9	PostgreSQL (embedded)
Debian 11.x	PostgreSQL (embedded)
Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1	PostgreSQL (embedded)
SUSE Linux Enterprise Server 12 SP5, 15 SP4	PostgreSQL (embedded)
Ubuntu 18.04, 20.04, 22.04	PostgreSQL (embedded)
macOS 11, 12, 13	PostgreSQL (embedded)

Server software installation support matrix

The server software can be installed only on the 64-bit version of the supported operating system.

DS-License Server (Windows or Linux)

DS-License Server	Operating System
Recovery License Model (RLM) Capacity License Model (CLM)	Windows 10, 11, Windows Server 2016, 2019, 2022 Red Hat Enterprise Linux 9.0

Note: Download Sentinel HASP/LDK v8.51 from https://help.asigra.com/en/knowledge/software-updates

DS-System (Windows or Linux)

Note: DS-System is also supported on TrueNAS Core and TrueNAS Enterprise. For more information, visit
https://www.truenas.com/asigra-truenas-solution/

Operating System	Database
Windows Server 2016, 2019, 2022	Microsoft SQL Server 2019
Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1	PostgreSQL 11, 12, 13, 14, 15
SUSE Linux Enterprise Server 12 SP5, 15 SP4	PostgreSQL 11, 12, 13, 14, 15

DS-NOC (Windows or Linux)

Operating System	Database and Web Server
Windows Server 2016, 2019, 2022	PostgreSQL 11, 12, 13, 14, 15 Apache Tomcat 8.5 or 9.0 with Java 1.8
Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1	PostgreSQL 11, 12, 13, 14, 15 Apache Tomcat 8.5 or 9.0 with Java 1.8
SUSE Linux Enterprise Server 12 SP5, 15 SP4	PostgreSQL 11, 12, 13, 14, 15 Apache Tomcat 8.5 or 9.0 with Java 1.8

BLM Archiver (Windows or Linux)

Operating System	Database
Windows Server 2016, 2019, 2022	PostgreSQL 11, 12, 13, 14, 15
Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1	PostgreSQL 11, 12, 13, 14, 15
SUSE Linux Enterprise Server 12 SP5, 15 SP4	PostgreSQL 11, 12, 13, 14, 15

DS-Billing (Windows or Linux)

Operating System	Database
Windows Server 2016, 2019, 2022	Microsoft SQL Server 2019
Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1	PostgreSQL (embedded)
SUSE Linux Enterprise Server 12 SP5, 15 SP4	PostgreSQL (embedded)

Tools software installation support matrix

The tools software can be installed only on the 64-bit version of the supported operating system.

DS-Client Database Migration Tool (Windows)

- Windows 10, 11
- Windows Server 2016, 2019, 2022

DS-System Database Migration Tool (Windows)

- Windows Server 2016, 2019, 2022

DS-Mobile Packager & MST Generator (Windows)

- Windows 10, 11
- Windows Server 2016, 2019, 2022

DS-Recovery Tools (Windows)

- Windows 10, 11
- Windows Server 2016, 2019, 2022

I/O Load Test Tool (Windows or Linux)

- Windows Server 2016, 2019, 2022
- Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1
- SUSE Linux Enterprise Server 12 SP5, 15 SP4

Local DS-VDR Tool (Windows or Linux)

- Windows Server 2016, 2019, 2022

Remote DS-VDR Tool (Windows or Linux)

- Windows 10, 11
- Windows Server 2016, 2019, 2022
- Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1
- SUSE Linux Enterprise Server 12 SP5, 15 SP4

Backup and restore support matrix

DS-Client (Windows)

Backup Source	Connectivity	Items	Version
File System	Local drives, Windows network	Files, system state	• Windows 10, 11 • Windows Server 2012/R2, 2016, 2019, 2022
	Network Attached Storage (NAS)	CIFS or SMB shares	Operating system that supports CIFS or SMB shares, including Azure storage file shares.
Permissions	Local drives, Windows network	Files, system state	• Windows 10, 11 • Windows Server 2012/R2, 2016, 2019, 2022
Google Workspace	Google API	Workspace data	N/A
Microsoft 365 (Exchange Online)	Exchange Web Services (EWS)	Exchange data	N/A
Microsoft 365 (SharePoint Online & OneDrive)	SharePoint Client Object Model SDK	SharePoint & OneDrive data	N/A
Microsoft 365 (Groups & Teams)	Microsoft Graph API	Groups & Teams data	N/A
Salesforce	HTTPS Partner API, Bulk API	Objects	N/A
	Metadata API	Schema	
Email	DS-MLR	Outlook data	Microsoft Outlook 2019 • Windows 10, 11 • Windows Server 2019, 2022
	Exchange Web Services (EWS)	Exchange data	Microsoft Exchange Server 2019 (Standalone, DAG) • Windows Server 2019, 2022
Microsoft Exchange Server	VSS writers (Full, Differential, Incremental)	Mailboxes, databases, granular restore	Microsoft Exchange Server 2019 (Standalone, DAG) • Windows Server 2019, 2022
Microsoft SharePoint Server	VSS writers (Full, Differential)	Databases, granular restore	Microsoft SharePoint Server 2019 • Windows Server 2016, 2019, 2022 • Microsoft SQL Server 2019
		Web application	Microsoft SharePoint Server 2019 • Windows Server 2016, 2019, 2022 • Microsoft SQL Server 2019
	DS-Recovery Tools	Granular backup & restore	Microsoft SharePoint Server 2019 • Windows Server 2016, 2019, 2022 • Microsoft SQL Server 2019
Microsoft SQL Server	VSS writers (Full, Differential)	Database, permissions, streams	Microsoft SQL Server 2019 (Standalone, Cluster, AOAG) • Windows Server 2016, 2019, 2022
	Dump to buffer or named pipe (Full, Differential, Incremental)	Database, transaction logs	Microsoft SQL Server 2019 (Standalone, Cluster) • Windows Server 2016, 2019, 2022
Microsoft Hyper-V Server	VSS writers (FLR, Incremental, Full)	Virtual machines	Microsoft Hyper-V Server 2019 (Standalone, Cluster) • Windows Server 2016, 2019

Backup Source	Connectivity	Items	Version
Oracle Database	Dump to buffer or named pipe	PDB, CDB, table spaces, archive logs, control file	Oracle Database 19c, 21c (Standalone) • Windows 10 • Windows Server 2016, 2019
Oracle MySQL	Dump to buffer or named pipe	Databases	Oracle MySQL 8.0 • Windows 10, 11 • Windows Server 2016, 2019, 2022
VMware vCenter Server	vStorage API	VMs, templates	VMware vSphere 7.0
VMware Cloud Director	Cloud Director API	vApps, VMs	VMware Cloud Director 10.1, 10.2
VM Replication	vStorage API	VMs	VMware vSphere 7.0

DS-Client (Linux)

Backup Source	Connectivity	Items	Version
File System	Local file system	Files	• CentOS 7.7, 7.8, 7.9 • Debian 11.x • Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1 • SUSE Linux Enterprise Server 12 SP5, 15 SP4 • Ubuntu 18.04, 20.04, 22.04
	SSH	Files	Operating system with SSH daemon, including Network Attached Storage (NAS) devices
	NFS	Files	Operating system that supports backward compatibility with NFSv3, including Network Attached Storage (NAS) devices.
Permissions	Local file system	Files	• CentOS 7.7, 7.8, 7.9 • Debian 11.x • Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1 • SUSE Linux Enterprise Server 12 SP5, 15 SP4 • Ubuntu 18.04, 20.04, 22.04
	SSH	Files	Operating system with SSH daemon, including Network Attached Storage (NAS) devices
	NFS	Files	Operating system that supports backward compatibility with NFSv3, including Network Attached Storage (NAS) devices.
IBM DB2	NFS, SSH, Local file system	Database log files	IBM DB2 11.5 • CentOS 7.7, 7.8, 7.9 • Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1 • SUSE Linux Enterprise Server 12 SP5, 15 SP4 • Ubuntu 18.04, 20.04
Oracle Database	NFS, SSH, Pipe, Local file system	PDB, CDB, table spaces, archive logs, control file	Oracle Database 19c or 21c (Standalone) • Red Hat Enterprise Linux 7.8, 7.9, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1 • SUSE Linux Enterprise Server 12 SP5, 15 SP4

Backup Source	Connectivity	Items	Version
Oracle MySQL	Pipe (mysqldump)	Databases	Oracle MySQL 8.0 • CentOS 7.7, 7.8, 7.9 • Debian 11.x • Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1 • SUSE Linux Enterprise Server 12 SP5, 15 SP4 • Ubuntu 18.04, 20.04
Oracle SBT	Asigra SBT DynLyb RMAN	PDB, CDB, SPFILE, table spaces, control files, archive files, data files	Oracle Database 19c, 21c (Standalone) • Windows 10 • Windows Server 2019 • Red Hat Enterprise Linux 7.8, 7.9, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1 • SUSE Linux Enterprise Server 12 SP5, 15 SP4
PostgreSQL	Pipe (pg_dump)	Databases	PostgreSQL 11, 12, 13, 14, 15 • CentOS 7.7, 7.8, 7.9 • Debian 11.x • Red Hat Enterprise Linux 7.8, 7.9, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1 • SUSE Linux Enterprise Server 12 SP5, 15 SP4 • Ubuntu 18.04, 20.04, 22.04
VMware vCenter Server	vStorage API	VM, templates	VMware vSphere 7.0
VMware Cloud Director	Cloud Director API	vApps, VM	VMware Cloud Director 10.1, 10.2

DS-Client (macOS)

Backup Source	Connectivity	Item	Version
File System	Local file system	Files	macOS 11, 12, 13
	NFSv3	Files	Operating system that supports backwards compatibility with NFSv3.
	SSH	Files	Operating system with SSH daemon and Perl5.6+ / Python 2.4+
Permissions	Local file system	Files	macOS 11, 12, 13
Oracle MySQL	Pipe (mysqldump)	Databases	Oracle MySQL 8.0 • macOS 11, 12, 13
PostgreSQL	Pipe (pg_dump)	Databases	PostgreSQL 11, 12, 13, 14, 15 • macOS 11, 12, 13

DS-Mobile Client (Windows)

Backup Source	Connectivity	Item	Version
File System	Local drives, Windows network	Files	• Windows 10, 11 • Windows Server 2016, 2019, 2022

DS-Notebook Client (macOS)

Backup Source	Connectivity	Item	Version
File System	Local file system	Files	macOS 11, 12, 13

General disclaimer and support notes

Alternative operating system support

There are alternative variants of the operating systems that Asigra identifies as officially supported, such as CentOS. These variants are sometimes derived from a supported distribution's source code that might be destined to become part of a future release of a supported distribution.

Support for alternative operating systems applies only to installation or functional issues specific to the Asigra software on the versions listed in the Support Matrix. Asigra does not provide support for the variant operating system itself. In addition, the Asigra software uses technologies from various third-party vendors, which may or may not support these alternative operating systems at the same level as the Asigra software.

Asigra will attempt to recreate issues on an officially supported operating system and third-party vendor software stack. If Asigra is unable to reproduce the issue, the customer will be required to perform further diagnostics on their own to isolate the issue, including reproducing the issue on a supported operating system and third-party vendor software stack. Asigra at its sole discretion will determine if the root cause of the issue is due to the alternative operating system or the Asigra software and its embedded technologies.

FreeBSD support

Asigra support for FreeBSD is limited to Asigra software components, FreeBSD security vulnerabilities, and the FreeBSD components that affect the operation of the Asigra software. Asigra support for FreeBSD is available only when the Asigra software is running on hardware purchased directly from Asigra.

TrueNAS support

Asigra support is included with the Asigra license bundled with every purchased Asigra TrueNAS appliance. This includes support for the Asigra DS-System plugin and any Asigra software components connected to the appliance (e.g., DS-Client, BLM Archiver, DS-License Server, DS-NOC, DS-Billing) provided the Asigra software component is running on hardware and software that meets the system requirements. For more information, see the system requirements section for each Asigra software component in this document.

Hardware support is provided by iXsystems directly in accordance with the Hardware Support Level purchased with the appliance. If the Asigra DS-System plugin is installed on a TrueNAS Core appliance that was not provided by Asigra with the purchase of an Asigra license, support is provided via the community-based iXsystems Plugin Support Forum.

Third-party backup software

Using other third-party backup software in parallel with the Asigra Cloud Backup software can interfere with the backup process and result in failures.

Third-party vendor service packs

Underlying platform vendors on which the Asigra software depends consider their service packs to be backwards compatible. Asigra expects these service packs will not adversely affect our products. Asigra will provide limited support for third-party service packs that the vendor has stated are fully backwards compatible with a supported third-party service pack listed in the Support Matrix. A list of products and their service packs with limited support will remain in the Support Matrix until support is either officially declared or support is declined due to unexpected architectural issues, vendor bugs, or incompatibilities. Limited support means Asigra will attempt to reproduce and resolve issues in a fully supported environment. If the issue can be reproduced in the supported environment, Asigra will work with partners to resolve the issue and log a bug if appropriate. If the environment is suspected, Asigra will require partners to move to a fully supported environment to isolate the issue and proceed with the resolution process. Limited support is a temporary state and is not expected to exceed 90 days prior to being tested, validated, and updated in the Support Matrix after the release of the service pack. Prior to engaging Asigra, the service provider must attempt to reproduce the issue in a supported environment in compliance with the Support Matrix and the five-step diagnostics support policy.

Virtualization support

Asigra is agnostic to the virtualization platforms used to host the solution. Asigra supports all Asigra software components installed and running in virtualized environments on supported operating systems and databases.